Multifactor authentication (MFA) using the Microsoft Authenticator app

This guide will show you how to set up multifactor authentication (MFA) using the Microsoft Authenticator app.

These instructions only apply if MFA has been enabled on your account.

Step 1

Open a web browser, go to email.essex.ac.uk and sign in with your University email address and password.

Step 2

After you sign in, you will see “More information required”.

Choose Next.
Step 3

Choose Mobile app and Receive notifications for verification.

Choose Set up.

Step 4

You will be presented with a screen which includes a QR code - leave the code showing on screen.
Step 5

On your mobile device, install the Microsoft Authenticator app, available from:
- Google Play
- Apple App Store
- Microsoft App Store

---

Step 6

Once you’ve installed the app, open it and choose Add account.

Choose Work or school account.

---

Step 6

Scan the QR code shown in Step 4. You may have to allow the app permission to access the camera on your device to scan the QR code.

If you can’t use your camera, you’ll have to manually enter the nine-digit code and the URL.

If the app shows a six-digit code, choose Next.
Step 7

Wait for **Checking activation status** to complete. If configuration fails, delete the account and retry the previous steps again.

Once complete, Choose **Next**.
Step 8

On your mobile device, go to the Microsoft Authenticator app and tap Approve on the sign-in notification.

![Microsoft Authenticator app](image)

Step 9

The final step is to provide your personal mobile or landline telephone number as a backup in case you lose access to the mobile app.

Once you’ve done that, choose Finished.

![Additional security verification](image)

Set up complete

The next time you sign in to your University Office 365 account you will receive a notification to approve your sign in, or enter a 6 digit code from the Authenticator app.